



CIRCULATION SERVICES COORDINATOR

Purpose:

To actively support and uphold the City's stated mission and values. To coordinate and administer a variety of advanced level professional duties in the Circulation Services division of the library, including circulation, cash handling, customer service and shelf maintenance activities.

Supervision Received and Exercised:

Receives direction from the Administrative Librarian or from other supervisory or management staff.

Exercises direct supervision over paraprofessional, technical and clerical library staff including temporary employees.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Develop, implement and oversee procedures to ensure circulation unit's compliance with City cash handling and cash collection procedures; schedule and perform periodic sectional reviews for compliance with established procedures.
- Receive, verify, and enter into proper accounts all library revenue, fees and miscellaneous service charges, including monies collected on behalf of other organizations such as Valley Metro, City of Tempe Transit Office and Friends of the Library. Prepare and reconcile all daily business receipts and prepare bank deposits. Investigate and resolve all cash handling discrepancies with appropriate staff.
- Provide accurate, daily computer input accounting for all cash transactions.
- Develop the Circulation Services staff work plan: schedule work activities, projects and programs; monitor work flow; review and evaluate work of staff.
- Respond to circulation related inquiries or problems from other staff; respond to and resolve patron inquiries as related to materials control.

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- Update circulation database by deleting lost and missing materials from computer system; recommend policies and procedures to facilitate circulation of materials.
- Be responsible for final decisions regarding the resolution of difficult problems with Library patrons regarding circulation, including problems with lost, damaged or overdue materials and Library fines.
- Communicate with patrons, orally and in writing, about fines assessed for lost or damaged Library materials; explain Library policies to patrons; coordinate overdue material recovery efforts with patrons and with a collection agency.
- Block patron record on computer if materials are damaged, late or missing; clear patron record when fines are paid and materials are returned.
- Receive and account for fines and other fees paid for lost or damaged Library materials; supervise the accounting function for all fines paid.
- Interpret and analyze data on circulation reports for accuracy.
- Disseminate circulation related information and changes to all Library sections and train staff accordingly.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget requests; monitor and control expenditures.
- Prepare weekly statistical report; prepare monthly and annual reports as required; run reports as required on automated library systems.
- Participate in the selection of staff; provide or coordinate regular staff training; work with employees to correct deficiencies; implement discipline procedures; train staff in the use of library computer systems.
- Represent the Tempe Public Library at meetings and conferences.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

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Experience:

Two years of technical and administrative library experience performing circulation duties including at least one year of supervisory experience.

Training:

Equivalent to a Bachelors Degree from an accredited college or university with major course work in liberal arts, library science, management or a related field.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 5780

Salary Range: 28

FLSA: Exempt